

A DAY IN THE LIFE OF MACS

ENJOY YOUR JOURNEY...

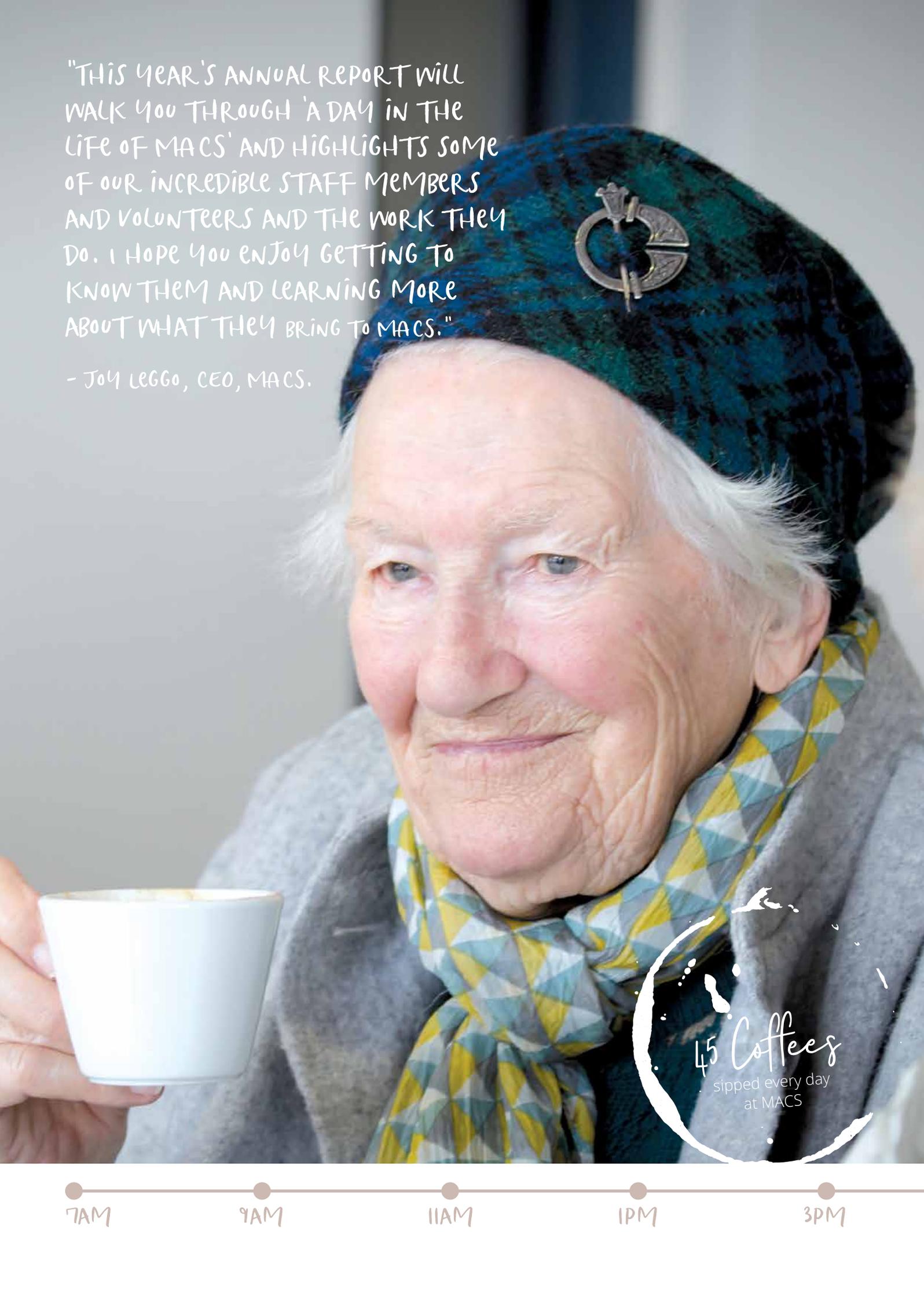


ANNUAL REPORT 2017/18



"THIS YEAR'S ANNUAL REPORT WILL WALK YOU THROUGH 'A DAY IN THE LIFE OF MACS' AND HIGHLIGHTS SOME OF OUR INCREDIBLE STAFF MEMBERS AND VOLUNTEERS AND THE WORK THEY DO. I HOPE YOU ENJOY GETTING TO KNOW THEM AND LEARNING MORE ABOUT WHAT THEY BRING TO MACS."

- JOY LEGGO, CEO, MACS.



45 Coffees
sipped every day
at MACS

7AM 9AM 11AM 1PM 3PM



FOLLOW US IN A DAY IN THE LIFE...

OUR VISION

A community where there is confidence in aged care, where cultural diversity is truly celebrated and family and community remain connected.

OUR MISSION

MACS is dedicated to providing excellence in aged care to meet the culturally diverse needs of the community.

OUR VALUES

Diversity • Dignity • Respect • Empowerment • Integrity

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7AM - STAFF ARRIVAL

5PM

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CHAIR'S MESSAGE

This year marks the 16th year that I have been involved with this wonderful organisation, MACS. I can honestly say that I well and truly feel like part of the family! I am so proud of the culture that exists at MACS, which every one of the Directors, staff members, volunteers, residents, Home Care Consumers, family and friends contributes to. It really is like a second home to so many. You can definitely say here at MACS that we have smiles in all languages!

The Board had another very productive year, and I would like to acknowledge the contribution our Directors make in giving up their time and talents to make MACS strong and sustainable into the future.

Many people will not realise that all Directors are volunteers, just like so many others here at MACS. Volunteers are very important to us, and without them, MACS would not be the special place that it is today. This Annual Report is dedicated to our staff and volunteers, who are the backbone of our organisation, and throughout the pages you will be able to read some of their stories and discover why they love being part of the MACS' family.

It is a pleasure to lead a Board that works so cohesively and has a shared vision for MACS and the multicultural community of Geelong. The diverse range of skills and experience that each Director brings to the Board may lead to robust discussion when necessary, however, once a decision has been made on an issue, the Board are united with one voice. This brings great confidence that the best outcomes are achieved for the MACS' community.

Being a Director is a big responsibility and all Directors

take their governance and fiduciary responsibilities very seriously. Directors are actively engaged in various MACS' committees and, along with myself, are delighted when invited to attend functions, meetings or presentations. We love seeing firsthand the difference MACS makes to the lives of our community members through the services and care we provide, and the relationships we have formed with outside groups, such as schools. I would particularly like to highlight the following and acknowledge the positive contribution the following partnerships have made to MACS:

- Trio Bikes with Cycling Geelong
- Solar Panels with Geelong Sustainability
- Ongoing partnership with Hospice Foundation Geelong
- Melbourne Recital Centre – Music Always program

A highlight for 2017/18 has been the establishment of an Elder Abuse Working party to look at how MACS can ensure that the older members of our community, especially those in their own homes, are protected from any form of abuse. We want to be leaders in this space in the Geelong community and be proactive in our approach to protecting all older residents of Geelong from elder abuse. It has been decided that this working party will convert to a Committee of the Board in 2018/19.

The future for MACS is bright. As Directors, we look forward to working with MACS' leadership team, staff, volunteers, residents, Home Care Consumers, tenants and families to keep working towards our vision and mission for the diverse Geelong community.

Gael Perry
Chair





JOY'S MESSAGE

This year marks my 24th year at MACS, however, I never cease to be inspired by our wonderful staff and volunteers and what they bring to MACS each and every day.

MACS is renowned in the industry for its values-driven culture, where everyone feels like they're part of the MACS' family. While this is driven at Board and Leadership level, it is the staff and volunteers that create this culture 'on the ground'. They live and breathe it as they go about their work with absolute passion, and their commitment to caring for our residents and Home Care Consumers is unwavering.

We value diversity and inclusiveness at MACS – it is what makes us the organisation that we are. We represent 63 nationalities, people of all abilities, attributes and talents, male and female, old and young. Everyone's role is just as important as the next person's, whether you are nursing our residents, cleaning a room, washing clothes, tending to the gardens, cooking a meal, answering the telephones, helping someone in their own home or holding someone's hand as they live out their last moments here on earth. There is no distinction, and everyone contributes equally to the care that MACS provides.

In November 2017, we introduced our MAD (Making a Difference) awards, which is a monthly award presented to a staff member or volunteer who demonstrates the MACS' values on a daily basis and excels in what they do. It is another way for us to acknowledge people, and seeing the pride and pleasure of the award winners each month is an extremely special moment. We are looking forward to presenting our first annual MAD Award at our Annual General Meeting this year.

Another highlight for me was our 12 Days of Christmas campaign. We love having fun at MACS, and that certainly shines through in the video. It also represented all elements of MACS, with staff, volunteers, residents, Home Care Consumers and tenants taking part. If you haven't seen it, be sure to visit our website and take a look.

Finally, I would like to acknowledge our incredible team of volunteer Directors who give up their time to make MACS the best it can be. I have so much respect for the Directors and their commitment to MACS, and for the passion and diverse skills they bring. I look forward to continuing our work together over the coming year and striving towards our MACS' Vision and Mission.

This year's annual report will walk you through 'a day in the life of MACS' and highlights some of our incredible staff members and volunteers and the work they do. I hope you enjoy getting to know them and learning more about what they bring to MACS.

Joy Leggo
CEO



Excited
about walking track
opening late 2018

5PM

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VOLUNTEERS – THE HEART OF MACS

Volunteers are the lifeblood of MACS. With passion and purpose, they freely give their time to make MACS a better place. MACS has over 50 dedicated volunteers who help with everything from running activities for the residents, delivering meals, operating Stella's Cafe and MACS' Boutique, keeping the gardens beautiful for residents, helping with the lifestyle programs, admin tasks and everything in between!

Long-time MACS' employee, Linda Rizzi, retired from her role as Volunteer Coordinator in July 2018 and new employee, Anita Boras, is excited to further build the volunteer program into the future.

ANITA'S STORY

Anita Boras is passionate about working with volunteers and Geelong's migrant community, and the role of Volunteer Liaison Officer at MACS gave her the opportunity to do both.

Anita commenced at MACS in July 2018. Prior to this, she was working with a team of volunteers to help newly arrived people from a refugee background settle into Geelong. When the role at MACS came up, Anita saw an opportunity to continue working with the migrant community and a highly motivated group of

volunteers. It was a perfect fit!

"Volunteers are some of the most motivated, committed and giving people in our communities, and working with them on a daily basis is an absolute joy," Anita said.

"MACS provides the best of both worlds for me, as I get to work with an extraordinary group of volunteers and be part of an organisation that supports the multicultural communities of Geelong. It's not just our residents and Home Care Consumers that make up the diverse community at MACS – our volunteers come from many different backgrounds, with over one-third speaking a language other than English."

"In my role, I look after the recruitment of new volunteers and the coordination of existing volunteers across the MACS' North Geelong precinct. We currently have 59 volunteers who help out with everything from admin and fundraising, to our lifestyle programs and working in the shops in the Piazza. We even have a volunteer who dresses up as Santa for the Christmas party!"

"I do all the volunteer rostering, organise fundraising activities, coordinate training, provide volunteers with support, and engage them in the programs and decision making. Some of the best ideas and suggestions for improvements come from our volunteers. They are the ones out there making a difference, and we always encourage them to share their ideas on how we can do better!"

"There are so many roles across MACS that volunteers can assist with, and the most rewarding part of my job is being able to engage volunteers in the work they want to do, with the clients they want to work with. This brings out the best in them. The volunteer is satisfied as they are enjoying their role, and the client is satisfied as they are with someone who truly wants to be there and takes great pride in their work," she said.

Anita took over the Volunteer Liaison role from Linda Rizzi, who had worked at MACS for more than 22 years before retiring in July 2018. Anita said she is looking forward to continuing with the legacy Linda left and





bringing some new ideas to the role.

"I'm really excited to look at opportunities to bring more community members into MACS and strengthen the diversity of our volunteer base," Anita said.

"We know that people have varying motivations for volunteering – be it the specific role they want to do, working with people from their own cultural background and using their language skills, or wanting to work with older members of the community. MACS has so much to offer volunteers and I'm looking forward to working with new and existing volunteers to make an even larger contribution to the MACS' community," she said.

LINDA'S LEGACY

Linda Rizzi worked the first ever shift at MACS when the doors opened in May 1994. At this time, she was a registered nurse heading into retirement, however when she heard about MACS and its vision for the multicultural community of Geelong, she knew she simply had to be part of it!

Over the years, she worked in a number of roles including personal carer, nurse, and Residential Care Coordinator at Borrela House, before taking up the challenge of establishing the MACS' volunteer program in 2006. She describes this role as the 'perfect job'.

"I started nursing in 1960 and had nursed many multicultural patients that couldn't speak English very

well. I really saw the benefit of a place like MACS, where the residents and staff were multicultural and could support people like this. I worked in caring and nursing roles at MACS for nine years and loved every minute of it. It became a passion!" she said.

"In 2003, I moved overseas with my husband for his job, and this is where I became really passionate about volunteer work. I fundraised for orphanages and did charity work, and got so much out of the experience. When we returned to Australia in 2006, MACS asked me to set up a volunteer program for the organisation and I jumped at the opportunity. We started with nine volunteers and a small list of roles, which we built upon each year. At one stage we had 76 volunteers!"

"One of the biggest achievements in my time was setting up the boutique in the Piazza. The residents come in and get so much joy from buying things for themselves or as presents. It is empowering for them to have a choice in how they spend their money and what they buy – just like they would do outside of MACS."

"Coming to work at MACS was like coming home to my family. Over the years, my mother and mother-in-law were residents at MACS, as well as many other members of the Italian community that I knew. I knew all the staff and volunteers. It felt like a continuum of family for me."

"We always treat our volunteers well at MACS – they are like diamonds and are to be cherished. They always go the extra mile. Nothing was ever too much to ask - whether it was baking 600 biscuits to be sold or working with residents to knit baby items for the hospitals. I made lifelong friends with some of the volunteers and continue to work with them on projects today." – Linda Rizzi.



Unlimited
laughter,

smiling faces and conversations
all day everyday at MACS

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CONVERSATIONS THAT MATTER

Anna Loughrey is the Staff Engagement Advisor for MACS and has worked for the organisation since 2016. For the past 18 months she has been working on the design and implementation of the MACS' Staff Engagement Strategy. As an independent contractor, staff have the confidence that Anna operates without bias or agenda, which is vital when it comes to gathering honest, valuable and constructive feedback.

The MACS' Staff Engagement Strategy aims to cultivate a spirit of enquiry at MACS, where employees feel welcome to offer insights, suggestions, and critiques about their workplace, are motivated by their own and other's feedback, and are empowered by their capacity to influence positive change across the organisation.

Anna said that a key principle driving the design of the Strategy was the recognition that change begins when employees at all levels feel empowered to express when improvements are needed and what this might look like.

"MACS partnered with Culture Amp, a Melbourne-based leader in the field of employee engagement and data analytics, to design a number of staff engagement surveys to capture the ideas, suggestions and input from employees across all areas of MACS," Anna said.

"Over the past 18 months, we have undertaken four

organisation-wide surveys."

"To date, we have received consistently high survey participation rates and organisational engagement scores, including a result that 84% of MACS' staff felt 'engaged' in their work. This is significantly higher than the Australia and New Zealand and the Healthcare 2018 benchmarks. This shows that staff trust the new staff engagement process, that they are feeling their voice counts, and their opinions are important," she said

"I feel you (MACS) would not put out a survey if you were not genuinely interested in what people (staff) have to say, and hopefully this survey will be used to make MACS even better."

Staff member feedback, May 2017

To foster ongoing dialogue and consistent relationship development with employees, MACS also held a focus group after the annual engagement survey, which was facilitated by Anna. This was attended by two representatives from each department across the Residential and Home Service's team, 20 people in total. The focus group brought staff from different departments together to contribute ideas about how their workplace could be made even better.

"Participants were shown survey data and asked to compare the 'action plan' drafted by the MACS' Leadership Team with the ideas they had developed during the focus group," Anna said.

"They were surprised at how similar their thinking was and were thrilled to be given the opportunity





to contribute to the action plan. Without exception, staff described the opportunity to have focused conversations with each other as really valuable and overall found the activities and discussion both relevant and meaningful."

"My staff absolutely loved the session. They both said it was very informative and even better than expected."

MACS' Manager, following the focus group

"Feedback gathered from the surveys and focus groups has indicated a desire among staff for greater involvement in decision making, and prioritising fun in the workplace. To me, this reflects the passion people have for their work at MACS – it is more than 'just a job'.

The importance of trusting leadership, feeling part of a team and continuing to get the training they need to do their job are also high priorities for staff."

"As well as being a catalyst for change, the process has also highlighted some of MACS' strengths, including the values-driven culture, the great sense of pride staff feel in working for MACS, staff awareness of what they need to do to be effective in their role, and recognising how much staff help the organisation to deliver quality care and services. This is a testament to the positive culture that has developed over many years, which has been strengthened by the commitment and effort that has been directed towards engaging the voice of staff across the whole organisation," she said.



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VALUING DIVERSITY IN OUR LEARNING PROGRAMS

Lizzy Bilogrevic and Helen Brebner manage the onsite training needs for MACS. Their passion for helping people achieve their best, combined with the enthusiasm of employees and volunteers towards their ongoing education, is why MACS can deliver the high quality of care for which it is renowned.

Lizzy Bilogrevic has worked at MACS for six years, and was drawn to the organisation due to her passion for aged care and love of working with multicultural clients and staff.

“As an aged care trainer I was aware of MACS’ reputation as a quality organisation in the aged care industry, so of course I was interested to be part of it,” Lizzy said.

“In my role, I organise the mandatory onsite training for MACS. I plan and conduct some of the training myself, organise external trainers, and engage MACS’ staff to conduct training. We have a huge skill base at MACS and really value those who share their expertise across the organisation.”

“The training needs of staff and volunteers are as diverse as the MACS’ community itself! There is

mandatory training for all staff and volunteers, such as elder abuse training, however topics are department specific. Elder abuse training for admin staff, for instance, might have a sharp focus on financial abuse, whereas training for care staff and home carers covers aspects relevant to their particular modes of service delivery.”

“The evidence-based training program aligns with the clinical governance framework—consumer-centered, relevant and driven by attention to communication processes and the practice of quality care.”

“We also deliver other specific training, such as Mindful Moves training for the Leisure and Health Programs’ staff, palliative care training for Home Services’ staff and tailored communication training. MACS’ value of diversity is also incorporated into all training, from communicating with people from different cultures to cultural traditions and awareness.”

“I really admire the focus MACS places on in-person training. We like to get people together rather than relying on training programs that are remotely accessed. Personal interaction and exchange of ideas connects and engages staff and keeps them actively involved in their ongoing education. We want staff who are ‘on the ground’ to have a voice and offer ideas and suggestions. It’s a very inclusive mode of learning; our way of ensuring the human factor impacts on care outcomes,” she said.

Helen has been at MACS since early 2017, and her role focuses on working with care staff on their





competencies and providing one-on-one training.

"MACS is such a proactive organisation when it comes to training, and it really ties into its overall focus on providing the best care in the industry," Helen said.

"In my role, I work closely with the care staff on a one-to-one basis. Often it is around gap training, orientation training, and working on their competencies. I have a nursing background and have worked in aged care, so I am aware of the environment the care staff are working in and how we can support them to be at their best in the workplace."

"MACS takes a personal approach towards training. Rather than staff finding their competencies daunting, we want them to feel empowered. We encourage them

to self-assess and identify training needs to enhance their skills and abilities."

"We don't want training being about a 'lack' in skill. Instead, we promote it as professional development and lifelong learning that benefits the individual. I think we have been really successful in this mindset shift. We now have staff coming to the door and asking for help. They are more involved and engaged in their training and education. It is really inspiring to see."

"Lizzy and I are a great team and we genuinely want to help all staff to operate at the maximum standard from the moment they start at MACS, and ongoing. It's extremely satisfying to see people's skill base and confidence develop and expand," she said.



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A SAFE PASSAGE

Jan Braddy retired from MACS in July 2018 after 19 years of service. Her career transformed from a part-time cook to becoming the MACS' Workplace Health & Safety Manager. Ruth Richter has recently stepped into the position and is looking forward to building on Jan's legacy.

When Jan Braddy started working at MACS in 1999 as an evening cook, the idea that she would one day be responsible for the Workplace Health and Safety of the organisation was not even something she had remotely considered. However, thanks to the opportunities offered to her, she was able to find her passion in health and safety and use it to benefit the entire MACS' community.

"I was working 10 hours a week at MACS as a cook, however after a year I moved to Corindhap, which was a two hour round trip to work," Jan said.

"As I was only working part time, I resigned from my position but agreed to stay until they found a replacement. At the time, I didn't think I would be retiring from MACS 19 years later as the Workplace Health and Safety Manager!"

"Joy offered me additional hours in the kitchen so I agreed to stay on. I loved the MACS' culture and was really happy to stay. I continued working in the kitchen and completed my food safety supervisor course, becoming the Food Services Manager in 2003."

"MACS always encourages its staff to upskill, and I was able to complete an Advanced Diploma of Business Management and a Bachelor of Applied Management during my employment. I joined the Health and Safety committee in 2003, and in 2007 took on the position of Chair. I also did a Return to Work Coordinator course and took over the role of Chair for MACS' Emergency Management committee."

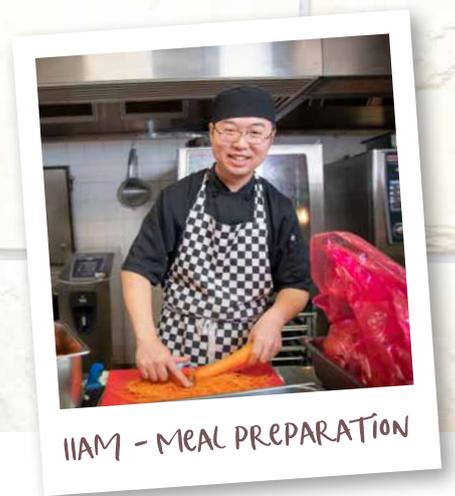
"As MACS was growing, my role became focused on food services and health and safety. We now had Borrelia House, Bella Chara, Mary Costa House, the Independent Living Units, and Annie O'Malley House was under construction. It became clear that a dedicated Workplace Health and Safety role was needed."

"Health and Safety was not something I had considered as a career, but I love a challenge and could see so much opportunity at MACS. The role grew on me and it soon became a real passion. I became more observant around safety and was always looking for ways to make improvements for staff, residents and visitors."

"We placed a real focus on staff wellbeing, and I started working with all departments across MACS and implementing changes. Staff now had someone they could talk to about health and safety and I made sure they knew they were being heard. I really encouraged staff to come forward with issues and concerns so we could discuss them and implement change."

"It was a fantastic experience to learn what each department did on a daily basis. I learnt about nursing issues, clinical processes, and the challenges that staff





had when caring for our residents."

"One thing that came to light was the number of pills the nursing staff were crushing each day. Some were crushing multiple tablets for each resident multiple times a day, which was putting immense strain on their wrists. After much research, I was able to import a machine from Holland that crushed the pills for them. The staff were so grateful as it made the task less intensive on their bodies and a much faster process. They say it's the best thing they've ever had! These moments are so rewarding, knowing that I have been able to make a difference."

Jan retired in July 2018, and Ruth Richter stepped into the role to carry on Jan's legacy. Ruth had recently moved from Melbourne to the coast and was looking for a role in quality and management when she saw the MACS' role advertised.

"I had worked in aged care previously and heard good things about MACS so I was excited to gain a position there," Ruth said.

"I've really noticed the strong core of stable staff that MACS has, which leads to a real strength in clinical care for residents. It is a testament to the leadership team and culture of MACS."

"I'm excited to build on Jan's legacy and bring fresh eyes to the role. I have felt very welcomed and supported since starting at MACS and am happy to continue to make MACS a safe place for staff, volunteers, residents and visitors," she said.



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MEET OUR VOLUNTEER DIRECTORS

Unlike many other aged care organisations, the MACS' Board of Directors is a volunteer board. Directors give their time because they believe in the MACS' vision, mission and values, and are committed to giving back to the Geelong community.

Find out more about our Directors below, why they love being a part of MACS and their highlights over the past 12 months.

Gael Perry

MACS is a very inclusive organisation and I have loved being part of the 'MACS' family' for the past 16 years. My highlight this year was the consolidation and expansion of our community programs, and the further enhancement of the Mindful Moves program. It's wonderful to see Home Care Consumers coming into MACS to participate in the Mindful Moves exercises and staying for coffee and lunch. It's a fantastic form of socialisation for them. I cherish my role as a Director of this wonderful organisation and having input into its future role and development.

Spiro Fatouros

I'm passionate about offering my skills and experience to help not-for-profits, and was drawn to MACS because of its commitment to making the lives of senior citizens as comfortable, supported and enriched as possible. I experienced this first hand when my mother became

a resident of Borrela House in 2012. There have been many highlights during 2017/18, however I am especially proud of the strategic planning day the Board and leadership team attended, and the resulting strategic planning template that was produced which will set the direction for MACS in the coming years.

Gillian Costa

When Gael Perry approached me about becoming a Director with MACS in 2015, I knew it must be a worthy organisation. I had worked with Gael previously and had great respect for her integrity and commitment. The MACS' Board and management are fantastic to work with, and when we hear the 'real life' stories of our residents, clients and staff, it reaffirms why we do what we do! A highlight for me this year has been the inclusion of Solomon Li on the board. His appointment upholds our value of diversity and his skills have further enhanced the Board's overall standard and competency.

Garry Kovacs

This year at MACS we have placed a large focus on fun! It has been exciting to see it unfold. Initiatives like 'cycling without age' allow residents and Home Care Consumers to remain active and enjoy living – and definitely put a 'twinkle in their wrinkle'. As Directors, we are constantly reminded of how we are helping our community, which is very rewarding. Each meeting we have a short story of a 'purpose moment', which directly relates to how someone was helped. Reuniting two sisters who had been apart for over 20 years is one of those moments.

Tess Aberline

Every time I walk into MACS there are wonderful things

7AM

9AM

11AM

1PM

3PM

Gael Perry



Spina Fatouras



Tess Aberline



Gerald De Stefano



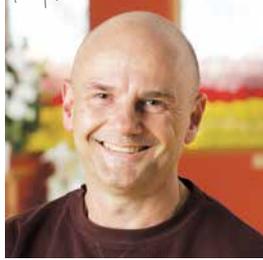
Solomon Li



Gillian Costa



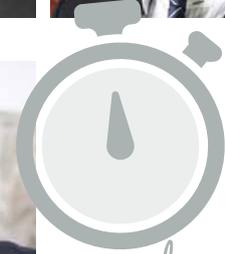
Garry Kovacs



Zoe McCubbery



Robert (Bob) Holzer



670 volunteer hours served to oversee governance of MACS by Directors

happening, be it residents having a cuppa at Stella's, participating in Mindful Moves, or the lovely staff showing genuine care and respect to residents. I am passionate about ensuring older persons are treated with dignity and respect, and MACS' values certainly align with my values. This year has been extremely satisfying for me, with the establishment of a Sub Committee dedicated to protecting elder rights from abuse. I am so pleased to be involved with an organisation that prioritises the protection of its residents and clients and seeks to be an advocate for elder rights in the community.

Zoe McCubbery

Being a Director at MACS has allowed me to grow and develop myself, and get involved in volunteering. The AGM is always a highlight of my year. I find it heart-warming and usually shed a few tears. This year I have also loved seeing MACS' images on buses and billboards, and hearing our voices on the radio - it generated a lot of excitement and pride in our community. I'm proud to be involved with a leadership team that is innovative and strives to be world class across all interactions in the organisation. The staff and volunteers follow this approach, which has created a people-centred culture, something MACS is renowned for.

Gerald De Stefano

Seeing and feeling the unparalleled level of passion, care and warmth as you walk through MACS makes being a Director a very easy decision for me. That is something I want to support. It is always a pleasure to see MACS' residents and staff going about their daily lives with their ever-familiar smiles. A real highlight for me this year

has been seeing all the planning and hard work, and even the frustrations, come together after several years of building works. It has delivered some magnificent infrastructure for our residents and staff to enjoy into the future.

Robert (Bob) Holzer

Having retired in 2007, being a Director with MACS has given me an opportunity to contribute to the local community and do some genuine not-for-profit charitable work. My highlight this year has been the final completion of major additions and refurbishments to our facility, of which our residents and staff have been very tolerant. It's very rewarding that MACS' reputation continues to grow and our waiting lists are as robust as ever! Year after year we have maintained almost 100% occupancy, which is a credit to the staff and the organisation.

Solomon Li

Being a Director at MACS allows me to dive deep into the aged care service industry which has always been my passion. I believe MACS is a great organisation because it truly focuses on cultural diversity, quality of service, and integrity in governance. I am proud to be a member of MACS and contribute my skills in the capacity of the treasurer. I assist MACS to develop its investment and financial policies and supervise financial management and periodic financial reporting. Working with the Managers and Directors of MACS is a very rewarding experience because of its open and honest corporate culture as well as its collegial yet critical business environment.

5PM

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12PM - TIME FOR LUNCH



1PM - DELTA DOG'S VISIT



1.30PM - CHAPEL SERVICE



2PM - OUT FOR A BIKE RIDE



2.30PM - EDUCATION



3PM - COFFEE AT STELLA'S



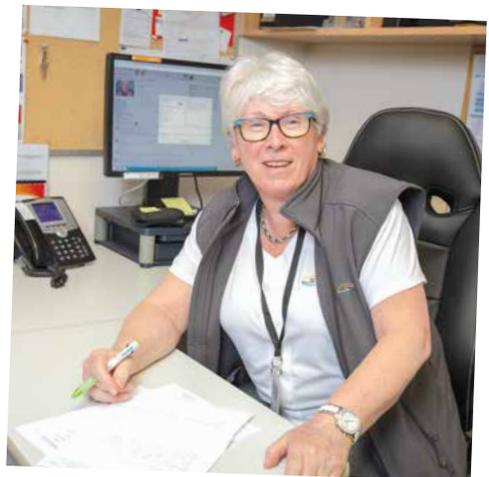
4PM - LEADERSHIP TEAM MEETING



4.30PM - MASSAGE BEFORE HEADING HOME



5PM - DINNER TIME



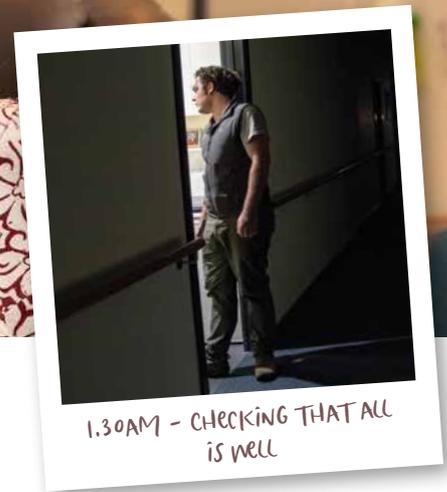
6PM - REGISTERED NURSE REVIEWS THE DAY



8PM - GETTING READY FOR BED



9PM - PAPERWORK



AND THE WINNER IS...MACS

The MACS' community is made up of residents, Home Care Consumers, staff and volunteers from 63 different nationalities, and when we win an award, it acknowledges every one of them and what they bring to MACS. This year, MACS is thrilled to have been recognised with four major award wins.

2018 Asia Pacific Stevie Awards – SILVER

Excellence in Innovation in Cross-Media Marketing

For the 'My MACS' campaign, which shifts the way people think about aged care.

2018 Asia Pacific Stevie Awards – SILVER

Excellence in Innovation for Social Media Marketing

For the 'MACS 12 Days of Christmas and CEO Christmas message' video. My MACS spreads Christmas cheer (and plenty of laughs) via video.

2017 Aged Care Awards Victoria – WINNER

ASCA Organisation Award Victoria Aged Care Award

For excellence, commitment and dedication in the provision of care to older people and people with disabilities.

2017 Aged Care Awards Victoria – WINNER

ASCA Employee Award Victoria Aged Care Award – Joy Leggo, CEO

For excellence, commitment and dedication in the provision of care to older people and people with disabilities.







MACS IN THE NEWS

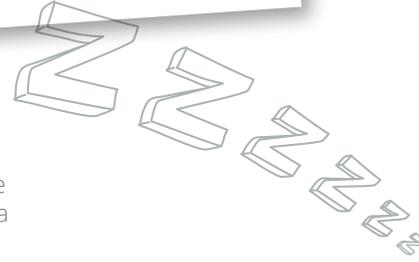
This year we have been spreading the MACS' joy all over Australia, with some of our residents' stories, corporate projects and the MACS' personal brand of FUN being shared through the media.

- Adding some flare to aged care**
 Geelong Advertiser 10 October 2017
In a Victorian-first initiative, more than 500 solar panels will be installed at the site, delivering a total of 149kW of energy at the Multicultural Aged Care Services (MACS) complex in North Geelong. Grassroots investors are largely bankrolling the large-scale solar energy project led by Geelong Sustainability and the State Government.
- Keep soldiering on, Royal Guard's Blessing**
 29 November 2017
MACS' resident, Thomas shared his story about being a guard at Buckingham Palace, in celebration of the royal engagement between Prince Harry and Meghan Markle.

- Elf-y attitude to Christmas Carols**
 18 December 2017
The 12 Days of Christmas video and CEO Christmas Message video received a combined total of 24,000 views across Facebook and YouTube!
- North Geelong couple Jim and Hannie Hoekstra share their secrets for a loving relationship**
 Geelong Advertiser 13 February 2018
GRANDIOSE and tokenistic displays of affection on Valentine's Day don't sit well with North Geelong couple Jim and Hannie Hoekstra. The couple, closing in on 60 years of marriage, live together at the Multicultural Aged Care Service in Geelong.







DONORS

2017-2018 We acknowledge with gratitude the donations received this year.

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 Ms M. Zese
 Estate of the late I. Jablonski
 13 Anonymous donors

Families

Dunoon family
 Vasiliou family
 Hatzigeorgiou family
 Fiorentino family
 Milenko family

Organisations

Austrian Club Geelong Inc.
 Filipino Australian Friendship Association of Geelong Inc.
 Geelong Dutch Club Inc.
 Geelong Sustainability Group
 German Karneval Society Geelong Inc.
 Lithuanian Geelong Community Inc.
 MCG Signs
 The Association of Ukrainians in Victoria Geelong Branch
 Department of Health and Human Services

"We also acknowledge the fundraising undertaken by our volunteers through the Boutique, raffles and craft sales"



ANNUAL FINANCIAL STATEMENTS 17/18

MULTICULTURAL AGED CARE SERVICES GEELONG INC.

ABN 81 567 107 023

FACTS ABOUT FINANCE AND PERFORMANCE FOR YEAR ENDED 30 JUNE 2018

Our Thanks

At MACS we appreciate the valuable contribution of our directors, staff and volunteers. As a not for profit organisation, all surpluses are used to further our vision and mission. We value the continued support from our community. Our combined effort will assist our strategic development to expand the services we can offer.

Our Board

Composition

All directors are independent and volunteer their time

Skills and Experience

Information Technology, Marketing, Legal, Finance, Asset Management, Business Administration, Local Government, Corporate Governance and Risk Management

Meetings held	2018	2017
Board	11	11
Finance & Audit	8	5
Foundation	2	3
Governance	4	5
Risk and Compliance	4	4
Quality	3	4

Our People

Employees

Head count (Permanent & Casual staff)	210	196
Effective full time equivalent	115.8	110.5

Volunteers

Head count	63	76
Volunteer Hours (not including directors)	13,934	14,271

Nationalities and cultures represented across the organisation	63	57
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Our financial position

Total Assets	34,806,494	32,165,344
Total Liabilities	22,427,711	20,803,987
Net Assets	12,378,783	11,361,357
Refundable Accommodation Deposits and Accommodation bonds held (included in liabilities above)	15,160,347	13,366,874
Net Result	1,017,426	895,831

Our key performance indicators

Occupancy

Residential Bed Days	35,704	34,668
Home Care Community Packages Care days	48,510	45,874
Supported Residential Bed Days (Bella Chara)	20,128	20,188

Operations

External auditors have completed an independent audit of our financial statements

Our Prudential Compliance has been maintained

Our Aged Care Standards and Accreditation Agency Ltd Certificate is valid till June 2021

WorkCover rate (2018/19 industry rate 2.64%)	1.80%	2.14%
(our WorkCover rate for 2018/19 is 32% better than industry average)		

A complete set of financials including notes, statement from the members and independent audit report is available from our website macs.org.au. A hard copy is available on request. Please contact our office on 03 5279 6800 during business hours.

5PM

7PM

9PM

11PM

12AM

MACS
100 Weddell Road
Geelong North VIC 3215
1300 622 778
5279 6800
macs.org.au

